Passport Seva services to get a digital push with AI, advanced analytics solutions

In a bid to ease the process of applying and renewing passports and tighten the security of the digital interface, the government is planning to deploy a host of high emerging technologies such as artificial intelligence (AI) and advanced analytics, officials said. The efforts are part of the Ministry of External Affairs' upgraded Passport Seva Program (PSP) 2.0, which is being implemented through service partner Tata Consultancy Services (TCS). More than 13.32 million passports were issued in 2022 by the passport issuing authorities (PIA) in India and abroad, making India the largest passport issuer after China and the United States.

Moreover, the government plans to integrate the passport services with AI- powered Chatbots and automated response management systems to make the entire process digital, paperless, and cashless, officials said. They added that the move was pending for a long time but, now, with the integration of the Passport Seva system with Aadhar data, it might quickly become a reality. AI-based SMS/email alerts will be sent to citizens at various stages of application filing.

In a key move, the government is aiming to introduce facial and biometric matching solutions through the launch of the e-Passport. It will add a layer of security by embedding an electronic microprocessor chip in the passport booklet. It stores the biographical information visible on the second page of the passport as well as a digital security feature.

This digital security feature is a 'digital signature' unique to each country and can be verified using their respective certificates.

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